



FEBRUARY 26, 2015

AGENDA ITEM # 11

SACMETRO FREEWAY SERVICE PATROL: STATUS REPORT FOR 2ND QUARTER, FY 2014-15

Action Requested: Receive and file

Key Staff: Norman Hom, Administrative Services Officer III

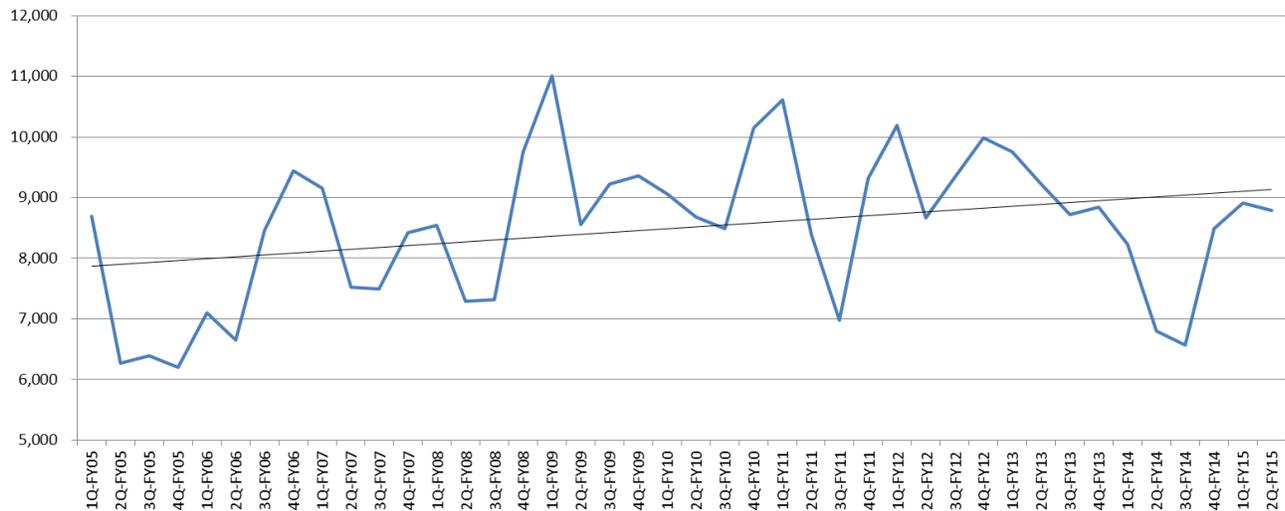
Recommendation

Receive and file the FSP status report for second quarter of FY 2014-15.

Discussion

FSP provided 8,623 regular assists during the 2nd quarter of FY 2014-15 plus 169 assists on the special beat dedicated to the construction project on Interstate 80 Across-the-Top for a total of 8,792 assists. As shown by the trend line in Chart 1 below, FSP assists have generally been rising over time.

Chart 1: Quarterly FSP Assists, FY2005 – Present



Note: The spike in the number of assists during the summer of 2008 was due to the enhanced FSP coverage during Caltrans' I-5 Rehabilitation ("Boat Section") Construction Project.

Highway 99 and the segment of Business 80 south of Exposition Blvd. comprise Beat 1. This beat is 14 miles long and covered by three FSP trucks. Beat 1 had 17.9 percent of the assists in the second quarter.

Beat 2 is Business 80 from Exposition Blvd. transitioning to Interstate 80 to Placer County, covering 14 miles with three trucks. Beat 2 had 14.7 percent of the second quarter assists.

Beats 3 and 4 cover the entire length of US Highway 50 through Sacramento County. Together, these two beats span 25 miles with five trucks. Beats 3 and 4 combined for 43.5 percent of second quarter assists.

Map 1: FSP Freeway Segments

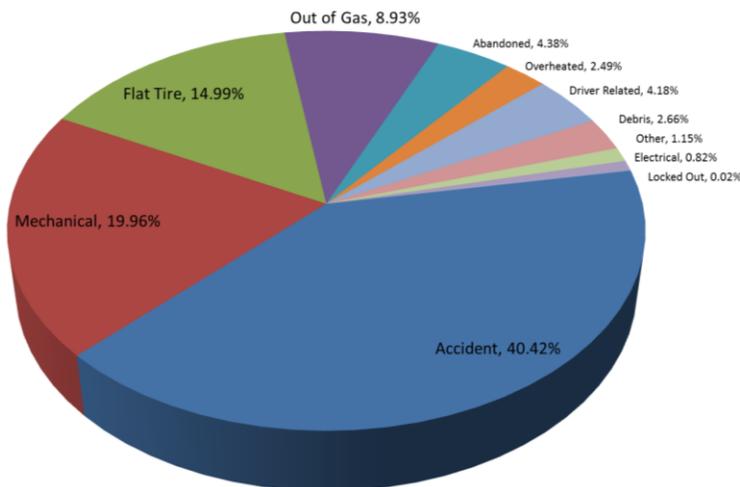


Beat 5 is Interstate 80 “Over the Top” (the segment of I-80 between the two junctions with Business 80) and is approximately 13 miles in length and covered by two trucks and a special truck dedicated to the Caltrans construction project. Beat 5 had 8.4 percent of second quarter assists.

Beat 6 is on 22 miles of Interstate 5 through the Sacramento area and is covered by three trucks. Beat 6 had 10.0 percent of second quarter assists.

The FSP beat in Yolo County (Beat 7) has one truck that covers the 10-mile span between Mace Boulevard in Davis and Jefferson Boulevard in West Sacramento, including the critical stretch over the Yolo Causeway. In addition to normal weekday FSP hours, the Yolo beat also runs on Sundays or Monday holidays to handle heavy traffic returning from the Lake Tahoe area to the San Francisco Bay Area. Beat 7 had 5.5 percent of second quarter assists.

Chart 2: Types of Problems Encountered by FSP



Accidents, mechanical problems, flat tires and running out of gas comprise the majority of problems encountered by FSP in the second quarter. The rate of accidents were up significantly from the previous quarter.

Chart 3: Action Taken by FSP

As accidents go up, the need for traffic control goes up too. This quarter, FSP actually provided more traffic control than quick fixes/repairs which is usually the most prevalent FSP service to quickly get motorists on their way again within 10 to 15 minutes to minimize traffic impacts. Only 23 percent of the time did FSP have to tow the disabled vehicle off of the freeway, either to a designated drop zone or to another safe area.

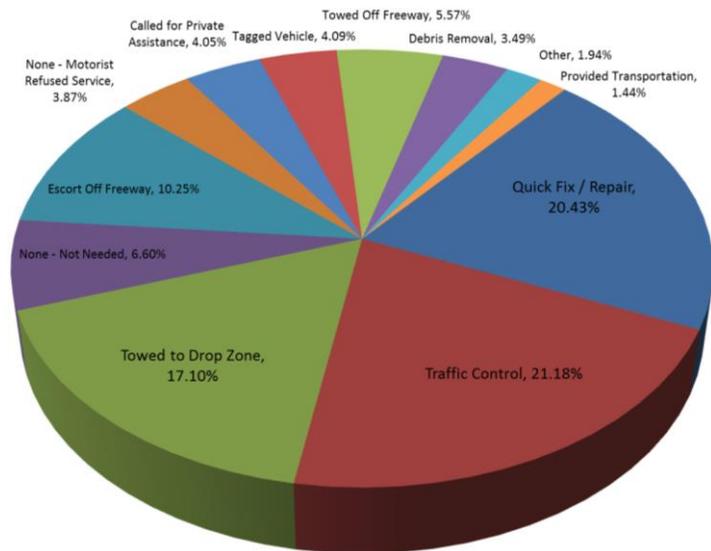
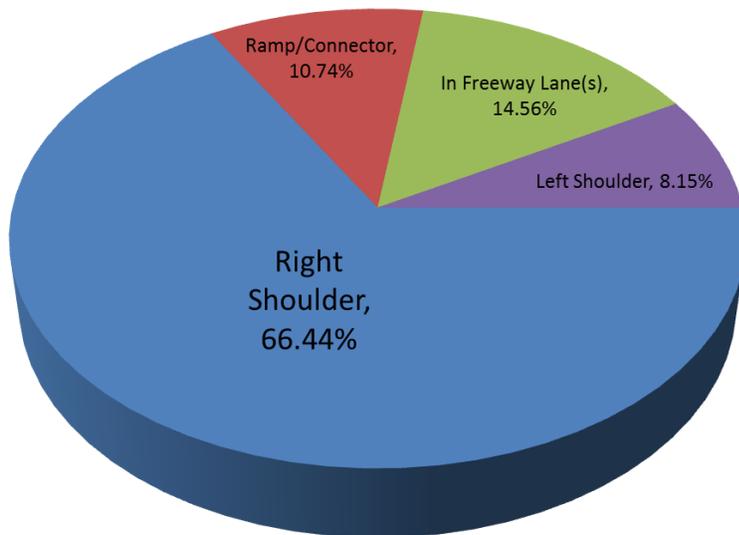


Chart 4: Where FSP Found Disabled Vehicles



66 percent of disabled vehicles were found located on the right shoulder. About 15 percent were found in the freeway lanes; these have the greatest impact on traffic congestion since they partially or completely block one or more lanes of traffic. Disabled vehicles on the left shoulder or on a ramp or freeway connector present even greater traffic hazards to passing motorists.

Chart 5: How FSP Came Upon Need for Assist

During FSP hours of operation, FSP drivers rove the covered freeways in search of incidents they can assist with. 59 percent of assists in the second quarter were found by FSP while roving. 24 percent of the time, CHP dispatched FSP to assist with a specific incident. 16 percent of assists were at the request of another FSP driver to help with a multiple-vehicle accident or to provide traffic control to improve safety in a dangerous situation.

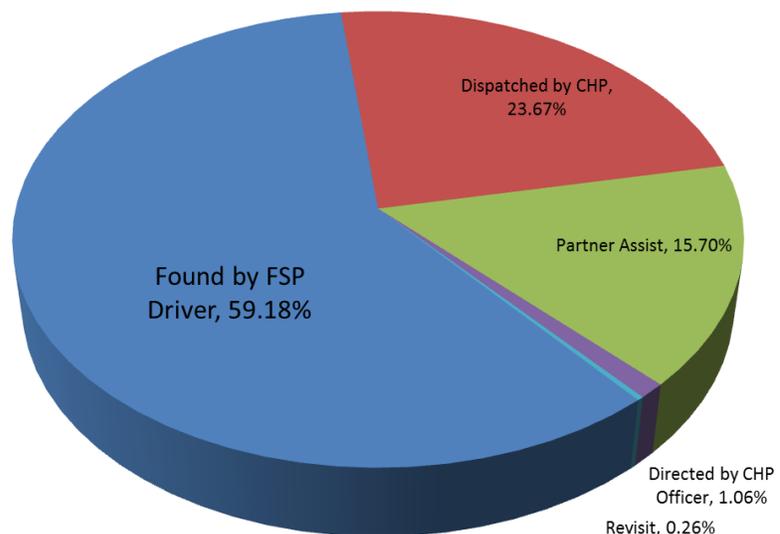


Chart 6: Types of Vehicles Assisted by FSP

As expected, most disabled vehicles encountered by FSP were passenger cars, SUVs and pickup trucks. However, FSP also assisted large trucks, big rigs, RVs, motorcycles and even boats in the second quarter.

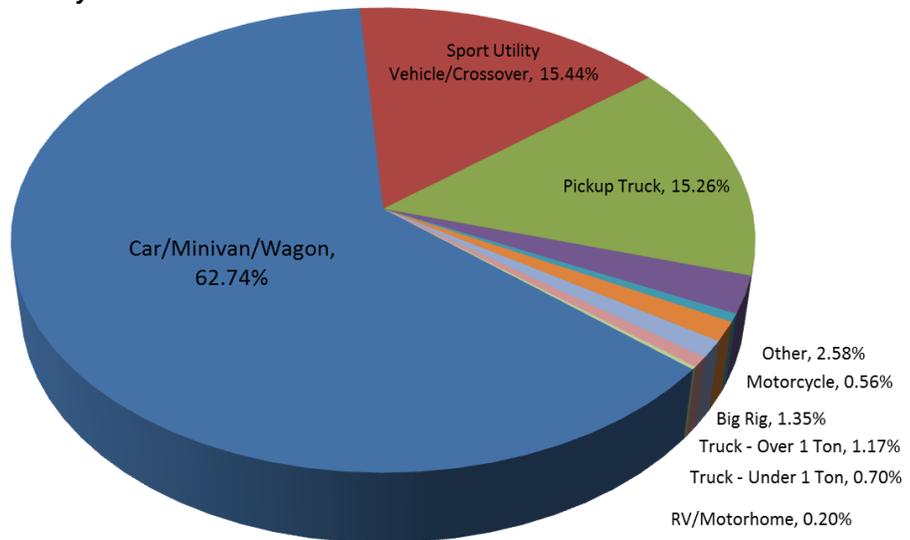
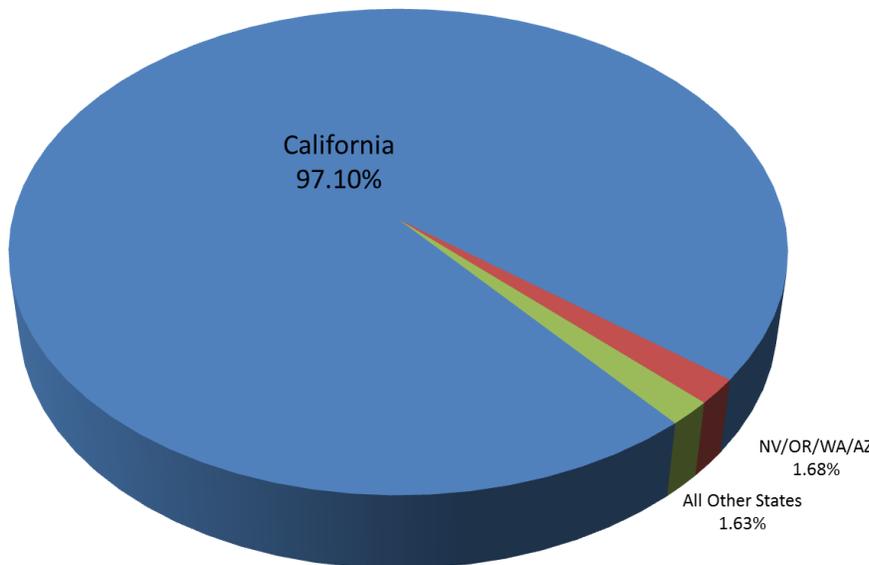


Chart 7: Origin of Vehicles Assisted by FSP



The overwhelming majority of the time, vehicles assisted by SacMetro FSP were from within California. As could be expected, the next largest group of vehicles needing FSP assistance were from the adjacent states of Nevada, Oregon and Arizona. However, FSP assisted vehicles from states as far away as Maine and Florida. In the second quarter of FY2015, vehicles from 39 of the 50 U.S. states were assisted.

Response Time. Response times in the second quarter of FY 2015 were very good. 45.6 percent of assisted motorists reported that they waited less than 5 minutes before FSP appeared on the scene, while another 27.5 percent reported having to wait only between 5 and 10 minutes. 9.4 percent reported waiting 10 to 15 minutes and 7 percent reported waiting 15 to 20 minutes. 10.5 percent reported they waited longer than 20 minutes before FSP showed up, just slightly lower than the previous quarter but higher than most previous quarters.

Survey Responses. For the quarter, we received 171 responses to the online survey. 100 percent of the motorists assisted by FSP and who responded to the survey rated the service as 'excellent'. Additionally, all but one of the motorists surveyed said that the FSP driver that helped them was "very courteous and helpful" (the lone exception rated the driver as "somewhat courteous and helpful" instead of "very"). 71 percent of the respondents said they had never heard of FSP before they were helped.

171 of the surveys received included written comments, most expressing thanks to the drivers and/or indicating support for the program. Following are a few examples from this quarter:

- *I was so happy when Tim pulled up. I was on the freeway and in a dangerous spot. Not only did he move me off freeway but he took me to a safe spot and made sure I got additional help.*
- *I pulled off the road and called AAA. Before they could dispatch a truck, the FSP driver pulled in behind me. I can't tell you how much I appreciate his help and courtesy that day.*
- *Tim was really fast at changing my flat tire. I felt so safe having FSP help me. AAA wasn't coming for almost an hour and I was right next to the freeway. Outstanding service.*
- *I wasn't aware of FSP until then but they arrived in less than 5 minutes of me calling 911, as I was in a very dangerous place. I am very thankful for their help.*
- *I'd been sitting on an on-ramp to Hwy 5 with commute traffic speeding by on either side of my tiny car. My tow service was having a difficult time getting to me and Elliot arrived in his big white tow truck and got me back on the road. I'd never heard of FSP and was astounded.*
- *A wonderful service! The driver found me before the AAA driver came. He was very courteous, friendly, and helpful. He even helped me get back onto the freeway during the crazy rush hour traffic, and in the foggy evening! We can use more good people like him! This is the first time I even knew FSP exists. Keep up the great work!!*
- *Tim was amazing. I had a flat tire in a really dangerous spot. I had contacted AAA but Tim showed up first and was able to get me out of the location so quickly. This action may well have prevented an accident that would have snarled traffic for hundreds of other drivers.*
- *Never been happier to pay my taxes prior to this experience.*
- *This is the best service ever. I broke down on the freeway after having been told I could drive by a AAA driver and my car was overheating. Jeff saw me pull over with my hazards within a minute and towed me to safety. THANK YOU SO MUCH!*
- *This program is truly sent from heaven. The day we were assisted by your services, my oldest son picked up 4 of his siblings from school because I was at home preparing for a presentation. I felt something was wrong and when I called him, your employee was already there taking care of my children. I feel so indebted to your services. My whole life was in my son's little car and Tavo was already there protecting them. Although I felt anxious on the side of the freeway with all of my children in the car, your services provided me with the means to get them to safety. Thank you, thank you, thank you.*
- *I was astonished that less than 2 mins after I called my insurs Co, I looked up and saw the FSP driver behind me! Even a FSP tow truck pulled up 2 mins after him! I would have waited a long time for my insur tow-truck Co, and I was on my way to my college class and wasn't too late. Thanks for much for your help and rescuing me from busy Hwy 99 in the dark. God bless.*
- *We were in a dangerous situation on interstate 5. As I was calling AAA and 911, your driver pulled in front with emergency lights and assessed the situation and got us into his truck and called the tow truck. Within 5 min, they worked together and took my family to a safe off-ramp.*
- *I didn't even see your guys pull up - they were just there right when I needed help! THANKS!!!*
- *I was in a dangerous place with a flat by the freeway, and was so relieved and thankful when they came to change my tire. This service is extremely valuable helps keep drivers safe.*
- *At first I was a little skeptical because in less than 10 minutes after calling my roadside assistance program a truck shows up saying he can take care of it instead. I mean how often do you get offered something that is really free? I was very impressed with how quickly he arrived and how fast he changed the tire. The driver was very friendly and I even offered him a tip and he wouldn't accept it. Overall an excellent service, thank you!*
- *My wife was waiting almost 2 hours for our insurance tow truck to show up when FSP showed up to help. They were fast, courteous, helpful, funny and had the spare changed in a matter of minutes. GREAT service and awesome techs!*
- *The man that came to help me on the side of the freeway today was amazing. He was extremely helpful and courteous. I didn't even know that this service existed. He saved my day and I would like to say thank you!*

- *Is "saintly" too strong a word? He appeared out of nowhere, put fuel in the tank and sent me on my way. I wanted to give him a tip but he refused. He earned it more than any waiter.*
- *Your program helped save my life in a way. I was on a bad part of the Highway 50 and they made sure I was safe before they fixed my car. Both men were very nice and made me feel so much better. If I would have waited for AAA I would still be on the freeway. This is a great program from the State and it saved me today!!*
- *I was terrified and stuck and was so glad when he pulled up behind me. I was so nervous and it was going to be at least 40 mins until someone could come help. So grateful!!*
- *I almost started crying - my heroes! This service is amazing!*
- *I would like to say thank you for this great service. I did not know what to do and then as I had said a prayer in my mind a FSP driver pulled up behind me and said he could change my tire FOR FREE!!! I couldn't believe it! This program is a great one and I really appreciate the wonderful and courteous driver who stopped to help my son and I. Thanks again!*
- *"Richard was awesome and very helpful! As an EMS worker I believe this is one of the best state funded programs!! Thanks so much.*
- *What a pleasure to know my tax dollars are going for something beneficial like this. The driver was really competent and professional. 5/5 *! Great program, great people. Keep it up.*
- *Ran out of gas. Called a friend for help. Within 10-15 minutes of sitting there waiting for my friend, this gentleman rolled up to my car. Asked what was wrong. Told him I needed gas. He was very nice and gave me 1 gallon. When the car started, I thanked him and asked how much I owed him for his help. He said nothing, I was shocked. I offered him a tip, to which he refused, twice. Glad to see our tax dollars are actually doing some good.*
- *He was extremely helpful. I had never heard of this program and I love it! Saved my life this morning and I am very thankful :)*
- *This is a great service to the public, a good use of tax dollars!*
- *This is an excellent program. It would have taken an hour for my roadside service to respond. It only took a few minutes for the FSP driver to arrive seemingly out of nowhere. He helped me and I was on my way again. What a wonderful service*
- *This service was a life saver. I ran out of gas on the freeway with my two very young children and as soon as I pulled over the tow truck was behind me. I got out and talked with him and he got us to safety. U guys r doing a great job. Keep it up!!!*
- *Tim stopped and helped me change a flat. My insurance was going to send someone out to do it, but they estimated 45 minutes. He did it in about five, which got me off of highway 80. I'm really grateful to Tim and I'm very grateful that this service is offered.*
- *Words cannot express my gratitude for these guys getting me out of what felt like an impossible situation. I was amazed at how quickly they were able to get me off the freeway and to a safe location during rush hour traffic. Thanks to them I am home safe and sound with my 4 precious babies tonight!! Without the help of the driver and the rest of the team that assisted I have no idea what I would have done. Their presence and professionalism helped me stay calm and confident so that I could safely exit my vehicle in the middle of a busy freeway-What you guys do is priceless ,you are a blessing and a godsend!*
- *I had a flat tire when FSP pulled up behind me. I was on the phone with AAA when Elliot arrived; I cancelled my service call with AAA and he changed my tire quickly. Surely I would have had to wait for some length of time before AAA showed up. Great service!*
- *FSP saved our lives almost literally! We were broke down on the side of 80-we had called AAA and had been waiting almost over an hour when AAA promised us that they would be there in under 20 minutes due to how dangerous our situation was! I was hopeless and in tears-my daughter and I were in the middle of trying to push the car back so we could be closer to the onramp so we could possibly get off the freeway and get to safety, all of sudden a white tow truck showed up behind my car along with another truck, I thought it was the driver sent by AAA but it wasn't, it was FSP! I was so grateful and so thankful for our service....I don't know what would have happened if they hadn't of showed up!*